

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
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**AN INVESTIGATION OF THE ROLE OF COMMUNITY INFORMATION IN  
CAPACITY DEVELOPMENT: A CASE OF THE HARARE CITY LIBRARY**

**BY**

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## **ABSTRACT**

Even though there were challenges like disease outbreaks, unemployment, water problems and pollution in Harare, Harare City Library (HCL) was not participating in the alleviation of these problems, hence this study was focussing on investigating the role of community information in capacity development. Literature revealed that capacity development through community information involved policy formulation, community analysis, partnership formulation, and implementation and evaluation of programmes, and it is from these that the objectives of the study were derived. This study was conducted as a descriptive survey, and the population under study was that of members of the Harare community and HCL staff. The sample size drawn from the clients through a combination of stratified and convenience sampling techniques was 21, and 4 staff members were purposively sampled. An interview and questionnaire were used to collect data from the staff and clients respectively. The main findings of this study were that there was a big gap between the information required by client and that provided by HCL, that HCL had challenges providing CIS, and that there was low usage of HCL services. The recommendations given to HCL included creating an internal environment conducive for capacity development, formulating partnerships, and marketing itself and its services.